#2

PATENT

00EC037/78111

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re Patent	Application))))))))
Applicant:	Fischer et al.	
For:	PROVIDING CUSTOMER DATA TO AN AUTOMATIC CALL DISTRIBUTION SYSTEM AGENT) I hereby certify that this paper is be- ing deposited with the United States Postal Service as Express Mail in an envelope addressed to: Assistant Commissioner for Pate
Serial No.:	not yet assigned	ents, Washington, D.C. 20231, on this date.
Filed:	herewith) Date) Express Mail Label No. <u> </u>
Attorney	00EC037/78111)

INFORMATION DISCLOSURE STATEMENT

Assistant Commissioner for Patents Washington, D.C. 20231

Sir:

In accordance with 37 C.F.R. §§1.56, 1.97 and 1.98,

applicant hereby submits the following statements consisting of:

- I. A list of patents (and attached form PTO-1449);
- II. General remarks.

A copy of each listed document is enclosed herewith.

I. PATENTS

U.S. Patent No.	Date of Issue	Patentee(s)
5,268,903	Dec. 7, 1993	Jones et al.
5,140,611	Aug. 18, 1992	Jones et al.
5,335,269	Aug. 2, 1994	Steinlicht

U.S. Patent No.	Date of Issue	Patentee(s)
5,365,581	Nov. 15, 1994	Baker et al.
5,400,327	Mar. 21, 1995	Dezonno

II. GENERAL REMARKS

It is respectfully requested that the above-listed patents be given consideration by the Examiner and made of record in the subject patent application.

Respectfully submitted,

WELSH & KATZ, LTD.

Βv

L. Friedman

Registration No. 37,135

February 8, 2000 120 South Riverside Plaza 22nd Floor Chicago, Illinois 60606 (312) 655-1500